

Substitute for form 1449/PTO

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Complete if Known

Application Number	09/892,664
Filing Date	June 28, 2001
First Named Inventor	Smith et al.
Art Unit	2654
Examiner Name	Armstrong
Attorney Docket Number	20009.0132US01 (BS00-353)

U. S. PATENT DOCUMENTS

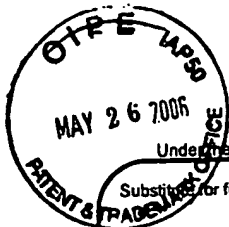
FOREIGN PATENT DOCUMENTS

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PTO/SB/088 (08-03)

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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Sheet 2 of 3

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
AAA	5	"Return on Investment Model", web.archive.org webpage of Norand.com, Feb. 6 1998, pp. 1-5.	
AAA	6	"Norand-Payback", web.archive.org webpage of Norand.com, Feb. 6, 1998, pp. 1-2.	
AAA	7	"Norand-Products", web.archive.org webpage of Norand.com, Feb 6, 1998, pp. 1-5.	
AAA	8	"Norand-Case Study", web.archive.org webpage of Norand.com, Feb. 1998, pp. 1-3.	
AAA	9	Haugen, Dyan L.; Hill, Arthur V; "Scheduling to Improve Field Service Quality", Summer 1999, Decision Sciences, 30, 3: ABI/INFORM Global, pp. 783-804.	
AAA	10	Freedman, David H; "Case Study: Gas Attack", Aug. 25, 1997, Forbes ASAP Supplement, pp. 45-52, Dialog 01485548 01-36536.	
AAA	11	McCarthy, Vince, "The Transformation of the Public Network", March 20, 1995, Telephone, v228n12, pp. 88-100, Dialog 0100552196-54914.	
AAA	12	Paz, Noemi M; Leigh, William; "Maintenance scheduling: Issues, results and research needs", 1994, International Journal of Operations & Production Management, v14n8, pp. 47-69, Dialog 00956565 96-05958.	
AAA	13	Tseng, Paul C; Lewis, Malcom; "Best Practices and Design Tips", April 1999, Contracting Business, v56, n4, p2s84(1), Dialog 06305741 54514903.	
AAA	14	Jewett, Dale; "Service Call", July 21, 1997, Automotive News, p61, Dialog 05140584 47847132.	

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AAA	15	Southerland, Randy; "Not your typical garbagemon", Feb. 2000, Waste Age, 31, 2, ss50, Dialog 11970477 60110303.	
AAA	16	"The Luxury Class Database", April 3, 1995, InformationWeek, n 521, p100+, Dialong 00593604 23168942.	
AAA	17	Ivey, Mike; "Cub: Toughen Penalties vs. Ameritech", Sep. 7, 2000, Madison Captial Times, Madison, Wisconsin, p. 1E, ProQuest ID 59714682.	
AAA	18	Jaffe, Charles; "Gas Supplier takes timing seriously if delivers are late, the product is free". Feb. 5, 1989. The Morning Call, Allentown, PA, p.D.01, ProQuest ID 92485879.	
AAA	19	Lister, Karen; "Improvements cited in Portland cable service", July 21, 1995, Corpus Christi Caller Times, Corpus Christi, TX., Sec. B, p. 2, ProQuest 6892257.	
AAA	20	"Norand-Field Service", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
AAA	21	"Norand-Training", web.archive.org webpage of Norand.com., Feb. 6, 1998, pp. 1-2.	
AAA	22	Wood, Michael; "Fighting the paperwork nemesis", Mar. 1996, American Gas, v78n2, pp.32-33, Dialog 01179245 98-28640.	
AAA	23	"Powering better customer service. (Boston Edison implements mobile computing solution)", May 1997, Communication News, v34, 5n, p50(2) Dialog 02070908 19414033.	
AAA	24	Kosseff, Jeffrey; "Service Delays May Lead to AT&T Fine", Jul. 18, 2001, The Oregonian, Portland, OR., pg. C.01. ProQuest ID 75527844.	

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